Tennessee Department of Veterans Services
Programmer Analyst 2
Communications Division
Annual Salary: $65,000

About the Tennessee Department of Veterans Services (TDVS)

The Department is committed to serve Veterans and their families with compassion and dignity as an entrusted advocate. TDVS manages and maintains four State Veterans Cemeteries, 13 field offices and the Claims Division. The Department serves as a conduit for several federal, state and local partners to connect more than 521,000 Veterans and more than 1.5 million dependents with resources and services in 95 counties across the state.

About TDVS Communications

TDVS Communications was established in 2012 to raise awareness and increase outreach to Veterans and their families. Communications handles the department website, social media resources, casualty database, Tennessee Veteran database, marketing, newsletters, press releases, media advisories, media inquiries and interviews, talking points, department briefings, brochures, annual report, event programs, development of policies and procedures, photos and videos, as well as intergovernmental relations. Cultivating legislative relationships, drafting legislation, interpreting legislation and advising legislators regarding amendments to code as it impacts Veterans is another role of TDVS Communications. The Communications Division also handles constituent inquiries from legislators and the general public as well as public records requests. TDVS Communications is also the lead on department events, outreaches, the Governor's Memorial Day and Veterans Day events, press conferences and United Tennessee Veteran Association (UTVA) quarterly meetings. The Communications Division also offers casualty assistance to federal casualty officers and surviving family members of Tennessee service members killed in action.

Summary of Position

The TDVS Programmer Analyst 2 position is under the supervision of the Assistant Commissioner of Outreach and Communications and is an executive service position. This position is responsible for developing innovative solutions to improve customer service, collect data, improve data collection technology, utilize existing technology to generate reports to assist the department and will serve as the TDVS Information Technology (IT) liaison between the department and Office for Information Resources (OIR).

Principal Duties and Responsibilities:

Interacting With Computers:

1. Tests, maintains and coordinates the installation of computer programs and systems.
2. Develop documentation using standard State office automation tools.
3. Assists with the development of project and product work tools.

Interpreting the Meaning of Information for Others:

1. Collaborate with developers and stakeholders for requirements development.

Identifying Objects, Actions, and Events:

1. Documents alternate flow/scenarios in requirement documentation to support design of workflow or exception processing.
2. Documents current and future state processes to facilitate validation of solution accuracy and completeness.

Developing Objectives and Strategies:

1. Conducts and coordinates financial, product, market, operational and related research to support strategic and business planning of the agency.

Thinking Creatively:

1. Design reports from stakeholder needs and business requirements.
2. Create prototypes of screen layouts for new or existing applications.
3. Generate new ideas for solving existing problems.

Monitor Processes, Materials, or Surroundings:

1. Reviews and analyzes system data, such as system outputs, problem reports, or performance indicators to monitor product quality.

Monitoring and Controlling Resources:

1. Participate in the creation of project or product budgets.

Processing Information:

1. Verify data conversions through metrics, queries, reporting and visual inspection of data elements.
2. Validate test cases and test results against requirements.
3. Develops test scenarios from knowledge of business processes.
4. Participate in the development and testing of products, applications, and reports to validate stakeholder requirements.

Judging the Qualities of Things, Services, or People:

1. Reviews project or product documentation for quality, accuracy, and adherence to State standards.
2. Test applications for adherence to stakeholder requirements.

Analyzing Data or Information:

1. Gather data requirements through sessions with stakeholders for inclusion in data structures.
2. Identifies and model attributes for inclusion in system requirements.

Making Decisions and Solving Problems:

1. Provide staff and users with assistance in solving technical problems.
2. Interacts with project stakeholders to identify and resolve problems.

Scheduling Work and Activities:

1. Schedules and facilitate the appropriate meetings for the project and product development methodology of the agency.

Resolving Conflicts and Negotiating with Others:

1. Handles complaints or disputes and follows up with potential solutions or assists others in finding positive outcomes.

Performing For or Working Directly with the Public:

1. Interacts with external stakeholders to determine ways in which the agency projects or products can meet their needs.

Updating and Using Relevant Knowledge:

1. Identifies and attends courses in areas such as business analysis, programming, system development methodologies, and communication to enhance job performance.
2. Researches and evaluates industry trends, best practices, and new technologies and integrates knowledge and skills into current and future work activities.

Developing and Building Teams:

1. Remove obstacles to team progress through constant communication and problem resolution.

Documenting/Recording Information:

1. Creates and maintains project and product documentation in accordance with the standards of the agency.
2. Assists team members in finding ways to reduce cost in the development of documentation, implementing electronic means where possible.

Provide Consultation and Advice to Others:

1. Identifies value in process improvement by understanding business capabilities and how technology can (and cannot) be leveraged.

Getting Information:

1. Researches outside sources for available solutions.
2. Interviews stakeholders for needs assessment information.
3. Interviews or observes stakeholders to identify and document workflows, ascertain unit functions, work performed, and methods, equipment, and personnel used.
4. Gather policies, procedures and legislation/law that pertain to the project or product.
5. Gather user manuals, system operation manuals, data dictionaries and reports for the project or product.
6. Obtain the organization chart for Information Technology and the business units for the development of the stakeholder register.

7. Gathers and organizes information on current issues as input into solutions analysis.

Communicating with Persons Outside the Organization:

1. Attends requested industry meetings to represent the agency team.

Training and Teaching Others:

1. Identifies self-development needs and creates a plan for implementation.

Communicating with Supervisors, Peers, or Subordinates:

1. Distribute project and product documentation to stakeholders, project sponsors, and IT staff.
2. Creates or provides input for the communication plan and monitors for adherence.
3. Communicates and escalate project and product issues to team members.

Coaching and Developing Others:

1. Offer assistance to project team members when skill gaps are identified.

Performing Administrative Activities:

1. Follows agency administrative policies and procedures and provides input.

Establishing and Maintaining Interpersonal Relationships:

1. Meet regularly with stakeholders on agency projects, strategies, methodologies, and business needs.
2. Provides and participates in team activities in order to build cohesion and cooperation with team members.
3. Networks with peers and other experts within the State to build relationships.

Knowledge, Skills and Abilities:
Competencies:

1. Functional/Technical Competency
2. Presentation Skills
3. Decision Quality
4. Innovative Management
5. Conflict Management
6. Priority Setting
7. Boss Relationships

8. Written Communication

Knowledge:

1. Computers and Electronics - Basic knowledge of software application programming, hardware, platforms, system architecture and technology assessment
2. Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
3. Engineering and Technology - Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services
4. Mathematics - Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications
5. Industry and Agency

Skills:

1. Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making
2. Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
3. Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
4. Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things
5. Monitoring - Monitoring/Assessing performance of you, other individuals, or organizations to make improvements or take corrective action
6. Reading Comprehension - Understanding written sentences and paragraphs in work related documents
7. Speaking - Talking to others to convey information effectively
8. Writing - Communicating effectively in writing as appropriate for the needs of the audience
9. Coordination - Adjusting actions in relation to others' actions
10. Instructing - Assist in teaching others how to do something
11. Negotiation - Bringing others together and trying to reconcile differences
12. Persuasion - Persuading others to change their minds or behavior
13. Service Orientation - Actively looking for ways to help people
14. Complex Problem Solving - Identify complex problems and review related information for input to a solution

15. Equipment Selection - Determining the kind of tools and equipment needed to do a job
16. Installation - Installing equipment, machines, wiring, or programs to meet specifications
17. Operations Analysis - Analyzing needs and product requirements to create a design
18. Programming - Writing computer programs for various purposes
19. Quality Control Analysis - Conducting tests and inspections of products, services, or processes to evaluate quality or performance
20. Technology Design - Generating or adapting equipment and technology to serve user needs
21. Troubleshooting - Determining causes of operating errors and deciding what to do about it
22. Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one
23. Systems Analysis - Identifies models and integrates key processes in the business as well as the business rules that impact the development and/or implementation of systems. Compares and contrasts products/services, strategies and courses of action to propose alternatives and/or recommendations. Defines the characteristics, capabilities, inputs, outputs and results necessary to describe the functionality of a system, application, training course, user interface, or any other technology or product
24. Systems Evaluation - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system
25. Time Management - Managing one's own time and the time of others

Abilities:

1. Deductive Reasoning - The ability to apply general rules to specific problems to produce answers that make sense
2. Fluency of Ideas - The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity)
3. Inductive Reasoning - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
4. Information Ordering - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
5. Mathematical Reasoning - The ability to choose the right mathematical methods or formulas to solve a problem
6. Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences

7. Oral Expression - The ability to communicate information and ideas in speaking so others will understand
8. Originality - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem
9. Perceptual Speed - The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object
10. Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem
11. Selective Attention - The ability to concentrate on a task over a period of time without being distracted
12. Time Sharing - The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
13. Written Comprehension - The ability to read and understand information and ideas presented in writing
14. Written Expression - The ability to communicate information and ideas in writing so others will understand

Education/Experience:
- Military service preferred but not required.
- Graduation from an accredited college or university with a bachelor's degree and one year of professional level experience in any one of the following areas: (1) applications or systems programming; or (2) systematic analysis of overall work processes for business or information systems.

All interested candidates should submit a resume and cover letter to Yvette Martinez at the email address below, TDVS Assistant Commissioner of Outreach and Communications.

Yvette Martinez, Assistant Commissioner of Outreach and Communications
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